

Enterprise Incident Report September 2011

As of 10/3/2011

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	1	171	3	175
	0	109	0	109
Customer Company Total	1	171	3	175
	0	109	0	109

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	1 0	171 21	3 0	175 21
Customer Company Total	1 0	171 21	3 0	175 21

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	1 0.45	171 0.52	3 0.17	175 0.51
Customer Company Total	1 0.45	171 0.52	3 0.17	175 0.51

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	1 0	171 13	3 1	175 14
Customer Company Total	1 0	171 13	3 1	175 14

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	1 0.45	171 2.93	3 32.84	175 3.43
Customer Company Total	1 0.45	171 2.93	3 32.84	175 3.43

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Detail

INC000000368506	Corry Hill Capitol Desktop Support	Application Tom Hanson	None Administrative Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.95 14.46
INC000000368920	Elizabeth Perkes Capitol Hosting	None Matt Dunlap	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.53 210.82
INC000000372825	Scott Bingham Capitol Desktop Support	Network Tom Hanson	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 1.33
INC000000373063	Anne McNally Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.22 9.36
INC000000373080	Stephanie Wilcox Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.54
INC000000373085	Brook McElmurry Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.35
INC000000373792	Gina Strack Capitol Hosting	Application Mike Tyrrell	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.36 16.41
INC000000374108	Gina Strack Capitol Hosting	Application Mike Tyrrell	Reporting Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.31 4.31
INC000000374199	Cynthia S Bowers Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.43
INC000000374283	Jerry Gearheart Application Support - DFI	Application Wayne Frewin	Error Administrative Services	Sybase Adaptive Server Anywh Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374410	Ken Hansen Application Server Support Team	Application Doug Law	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 2.25
INC000000374556	Jerry Gearheart Application Support - DFI	Application Wayne Frewin	Error Administrative Services	Sybase Adaptive Server Anywh Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374668	Jill Ressler Metro D Help Desk	Network Doug Brown	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374730	Amanda Ronan Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 5.63
INC000000374774	Susan Vogel Rural North Desktop Support	None Ruston McKay	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375101	Paul Ferguson Metro A Help Desk	Application Liz Evans	Reporting Administrative Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000375310	Larry Simpson Capitol Desktop Support	Application Tom Hanson	None Administrative Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.42
INC000000375381	Donald Marchant Metro B Desktop Support	None Matthew Blunk	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.30
INC000000375432	Sue Hoskins Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 1.12
INC000000375721	Joshua Bullough Metro B Desktop Support	Application Cindy Reed	Error Administrative Services	PDF Complete Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.29 6.29
INC000000375724	Joshua Bullough Metro B Desktop Support	PC/Laptop Cindy Reed	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.27 6.27
INC000000375812	Paul Bowers Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.37
INC000000375974	Loretta Tatum Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 2.11
INC000000376326	Sheila Bird Metro D Help Desk	Network Jed Patrick	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376331	Jerry Gearheart Application Support - DFI	Application Wayne Frewin	Error Administrative Services	Sybase Adaptive Server Anywhere Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376334	Loretta Potter Metro D Help Desk	Network Jed Patrick	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376376	Cynthia S Bowers Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 1.21
INC000000376394	Heidi Stringham Metro B Desktop Support	PC/Laptop Cindy Reed	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.31 8.49
INC000000376551	Brian E Nelson Metro B Help Desk	Network Val Shepherd	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376631	Nancy Orton Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376806	Evan Taylor Capitol Desktop Support	PC/Laptop Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 5.12
INC000000376819	Carma Hicks Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376924	Barbara Sutherland Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.99

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INC000000376927	Sam Lee	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.96
INC000000377035	Dan Martinez	Application	Reporting	Remedy Asset Management		TIR Missed: No	TIR: 0.14
	Internal Application Development at Beth Hendricks		Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000377073	Andy Wright	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377097	Andy Wright	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.63
	Metro B Desktop Support	Matthew Blunk	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000377127	Jerry Walker	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.11
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000377230	Brook McElmurry	Network	Password	None		TIR Missed: No	TIR: 0.16
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.87
INC000000377792	Robert D Johnson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377829	Lynn Bodrero	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.88
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.15
INC000000378570	Dan Reisner	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.59
	Voice Operations	Lois Schow	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000378631	Sol Garcia	Application	Error	None		TIR Missed: No	TIR: 0.02
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000378644	Larry Simpson	Network	None	None		TIR Missed: No	TIR: 0.07
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.05
INC000000378813	Mike Morrison	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379037	Marci Soper	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - DFI	Robert Smith	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 0.42
INC000000379050	Alan Barnett	Telecom	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379092	Mike Ambre	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379139	Tami Nelson	None	None	None		TIR Missed: No	TIR: 0.60
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	TTR: 3.24
INC000000379437	Kurt Baxter	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000379460	Paul Bowers	Telecom	None	None		TIR Missed: No	TIR: 0.18
	Voice Operations	Britany Finlay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.73
INC000000379479	Debbie Bowen	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379492	Evan Taylor	Application	None	PowerBuilder		TIR Missed: No	TIR: 0.88
	Application Services	Tracy Goble	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 8.45
INC000000379696	Jeff Lowder	Application	Password	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379719	Ed Wilson	Network	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000379856	Christopher Bruhn	Application	Error	Adobe Acrobat		TIR Missed: No	TIR: 0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.32
INC000000379868	Brian Carpenter	Network	None	None		TIR Missed: Yes	TIR: 2.01
	Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Closed	TTR Missed: No	TTR: 2.57
INC000000379874	Christopher Bruhn	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.09
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.20
INC000000379908	Brian Gillies	Network	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000379923	Edwin Rappleye	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379941	Debbie Hood	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.43
	Metro B Help Desk	Janet Hongsyvilay	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.53
INC000000379992	Carma Hicks	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380093	Brian Spencer	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380152	Jerry Gearheart	Application	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.00
	Application Support - DFI	Wayne Frewin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380158	Jerry Gearheart	Application	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.00
	Application Support - DFI	Wayne Frewin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380169	Jerry Gearheart	Application	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.00
	Application Support - DFI	Wayne Frewin	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380221	George D Lewis	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000380308	Brenda Murphy Metro B Desktop Support	PC/Laptop Cindy Reed	Performance Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380313	Dan Martinez Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.81 2.83
INC000000380340	Anne Stehno Metro C Desktop Support	Application Troy Buchanan	Error Administrative Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.92
INC000000380597	Dan Martinez Network Operations	Network Dave Bodily	Error Administrative Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000380745	Sol Garcia Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000380789	Julie Clark Capitol Desktop Support	Application Chad Poll	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.12 3.70
INC000000380823	Mark Austin Metro D Help Desk	None Jed Patrick	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380929	Mark Austin Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.39
INC000000381003	Arcy Lopez Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.66
INC000000381065	Jim Christensen Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000381229	Ken Roner Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.59
INC000000381241	Kurt Baxter Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381457	Rick Beckstead Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.02
INC000000381525	Annette Julander Voice Operations	Telecom Romanza Hamblin	Call/Receive Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.24
INC000000381527	Ken Roner Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.23
INC000000381543	Paul Ferguson Capitol Desktop Support	Network Tom Hanson	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.93
INC000000381841	Cynthia Antonsen Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.00

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INC000000381928	Lynn Bodrero Metro D Help Desk	Network John Robinson	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382138	Emily Barnes Rural Central Desktop Support	Network Randy Graham	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382204	Brian R Bales Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.14
INC000000382222	Lynn Hinrichs Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382224	Lynn Hinrichs Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382231	Gary Morris Capitol Desktop Support	PC/Laptop Scott Wunderlich	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000382356	Yolanda Larrymore Voice Operations	Telecom Gail Christiansen	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000382387	Dan Martinez Campus Networking	Wireless Connectivity Tim King	Error Administrative Services	CapNet Medium	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.50 96.46
INC000000382409	Yolanda Larrymore Voice Operations	Telecom Julie Sabato	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.43
INC000000382418	Mindy Spring Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.18
INC000000382483	Jill Ressler Capitol Desktop Support	EIS Hardware Scott Wunderlich	Printer Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000382534	Anne McNally Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382930	Lynn Bodrero Capitol Desktop Support	PC/Laptop Tom Hanson	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 3.57
INC000000382981	Rodger Dickinson Metro A Help Desk	Application Cindy Schroeder	Password Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.37
INC000000383013	Anne McNally Capitol Desktop Support	Application Tom Hanson	Error Administrative Services	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 1.94
INC000000383027	Evan Taylor Capitol Hosting	Application Mike Tyrrell	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.75 1.75
INC000000383038	Jerry Gearheart Application Support - DFI	Application Wayne Frewin	Error Administrative Services	Sybase Adaptive Server Anywhere Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.27 1.31

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INC000000383068	Mary Naylor Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.31
INC000000383096	Marci Soper Application Support - DFI	None Robert Smith	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000383229	John Nichols Capitol Hosting	Server Conn Peterson	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.78 2.78
INC000000383243	Stephen Hewlett Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.79
INC000000383262	Loretta Tatum Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 0.71
INC000000383298	Jerry Gearheart Application Support - DFI	Application Cynthia Heyman	Error Administrative Services	Sybase Adaptive Server Anywh Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383381	Ken Roner Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000383387	Gregg Buxton Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383971	Lynn Bodrero Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.57
INC000000384133	Allyson Spevak Voice Operations	Telecom Romanza Hamblin	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.44
INC000000384270	Gala Dumas Voice Operations	Telecom Romanza Hamblin	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 2.62
INC000000384277	Paul Bowers Capitol Desktop Support	Network Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.97 5.43
INC000000384354	Tom A Shaw Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000384397	Crisanta Gwilliam Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.01
INC000000384414	Brenda Lee Capitol Desktop Support	Application Tom Hanson	None Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 5.29
INC000000384441	Cee Cee Niederhauser Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384763	Amanda Ronan Capitol Desktop Support	Network Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.87 5.86

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INC000000384835	Melissa Frost	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.24
Voice Operations	Lois Schow	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.44	
INC000000384952	Jeremy Hunter	Application	Error	M86		TIR Missed: Yes	TIR: 1.77
Security	Bart Grant	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.03	
INC000000385058	Emalee Gonsalves	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 3.61
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 5.66	
INC000000385077	Emalee Gonsalves	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.07
Voice Operations	Romanza Hamblin	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.36	
INC000000385329	Doug Hunter	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.13
Voice/Data/WAN Services	Spencer Blodgett	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.10	
INC000000385331	Reed Taylor	Application	Error	None		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000385438	John Burningham	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000385586	Brook McElmurry	PC/Laptop	None	None		TIR Missed: No	TIR: 0.29
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 7.62	
INC000000385615	Cee Cee Niederhauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000385785	Jerry Gearheart	Server	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.00
Application Support - DFI	Wayne Frewin	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000385791	Jerry Gearheart	Server	Error	Sybase Adaptive Server Anywhere		TIR Missed: No	TIR: 0.00
Application Support - DFI	Wayne Frewin	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000385887	Dan Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.36
Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.55	
INC000000385977	Dan Martinez	Application	Reporting	Remedy Incident Management		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000386015	Scott Bingham	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.15
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.59	
INC000000386048	Ken Hansen	Application	Reporting	Adobe Acrobat		TIR Missed: Yes	TIR: 1.62
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 4.62	
INC000000386160	Tami Nelson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.39
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	TTR: 8.98	
INC000000386192	Marci Soper	None	None	None		TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.81	

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INC000000386597	Dave McKay Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386635	Matthias Mueller Capitol Desktop Support	PC/Laptop Scott Wunderlich	Performance Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.88
INC000000386641	Jerry Gearheart Voice Operations	Telecom Gail Christiansen	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.07
INC000000386664	Debbie Gundersen Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.41
INC000000386762	Corry Hill Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.23
INC000000386783	Gary L Williams Rural Central Desktop Support	Application Jay Barfuss	Error Administrative Services	Internet Explorer Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.36 7.36
INC000000386992	Jerry Gearheart Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387423	Deborah Memmott Metro D Help Desk	Network Doug Brown	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387503	Cerena Crosby Metro B Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387504	John Burningham Capitol Desktop Support	Application Brian Bintz	Error Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 1.75
INC000000387651	Marilee Richins Application Development	None Terry Davis	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000387750	John Burningham Metro D Help Desk	None Doug Brown	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388030	Tami Nelson Voice/Data/WAN Services	Telecom Art Scott	Hardware Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
INC000000388116	Cerena Crosby Metro B Desktop Support	None Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388277	Dave McKay Capitol Desktop Support	Application Scott Wunderlich	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000388565	Marilee Richins Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.44
INC000000388638	Lee Ericksen Capitol Desktop Support	Application Peter Musser	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.77

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INC000000388659	Dan Martinez Metro C Desktop Support	Application Troy Buchanan	Reporting Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.83
INC000000388818	Dan Martinez Metro C Desktop Support	Network Troy Buchanan	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.33
INC000000388960	Jennifer Porter Metro D Help Desk	Network Jed Patrick	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389048	Yolanda Larrymore Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000389098	Mike Ferrin Help Desk	Application James Stearns	Error Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.67 5.67
INC000000389115	Anne McNally Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.42
INC000000389141	Melissa Frost Capitol Desktop Support	PC/Laptop Chad Poll	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000389356	Mark Austin Capitol Desktop Support	Network Tom Hanson	Error Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 5.02
INC000000389399	Darrell Swensen Metro D Help Desk	Network Doug Brown	Password Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389607	Julie D'Alesandro Voice Operations	Telecom Romanza Hamblin	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.64
INC000000389694	Arcy Lopez Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.70
INC000000389817	Tami Nelson Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000389834	Julie Clark Voice Operations	Telecom Romanza Hamblin	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.18
INC000000389854	Anne McNally Voice Operations	Telecom Lois Schow	Voice Mail Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.79
INC000000389870	Debbie Bowen Capitol Desktop Support	None Chad Poll	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390076	Lori Charboneau Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.76
INC000000390306	Jerry Gearheart Application Support - DFI	None Robert Smith	None Administrative Services	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.62

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INC000000390888	Jeff Done	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391248	Yolanda Larrymore	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Lois Schow	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000391279	Dave McKay	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.87
INC000000391330	Emalee Gonsalves	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.20
	Voice Operations	Gail Christiansen	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 3.43
INC000000391370	Sophia Manousakis	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.29
INC000000391521	Sol Garcia	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.07
	Voice Operations	Lois Schow	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.14